



Pre cleaning information for our visit to your premises.

Thank you for entrusting Drymaster Carpet Cleaning with your carpet, upholstery and hard surface cleaning needs. So that we may render the best possible service to you in the most efficient manner, your co-operation will assist us in living up to our quality service.

1/ Please remove any small items such as dining room chairs, magazine racks, floor plants, etc. from any areas that are going to be cleaned. This will shorten processing time and return your carpet to normal use as soon as possible.

In the bedrooms you can place items that are on the floor on top of the beds. The technician will move small furniture within reason. Any furniture that one person can be expected to move will be moved.

Heavy items, computer equipment, china cabinets, pianos, sectional sofas, large heavy sofas, entertainment centers, antique and fragile furniture and anything that is flat on the carpet such as chests of draws and bookcases **cannot be moved**. However, carpet underneath such items can be cleaned where sufficient room is available, or we can edge right around the base.

Please remove all breakable items from furniture which will have to be temporarily moved, cleaned under, and placed back.

2/ Any unusual accumulation of soil on the carpet or furnishings should be vacuumed. Our cleaning process has a vacuum but a quick vacuum prior to our cleaning is advised.

3/ During the pre-inspection walk-through with your technician, please advise them of any special instructions to follow when moving your furniture. It is helpful to know about weak legs, loose table tops or previous repairs.

4/ Please direct the technician's attention to any spots or stains which may require special attention and if possible, what caused them. With proper identification, our trained technicians will have a better chance of removing spots and stains that are not permanent.

5/ We like children and pets, however, because our technicians are working with machinery and cleaning solutions, we ask that you keep children and pets away from the immediate area of cleaning operation.

A special note about Urine odours and stains:

We do everything possible to reduce or eliminate pet odours. However, due to the depth of contamination, urine deposits that are in the carpet fibres sometimes soak into the carpet backing, underlay, floorboards, or concrete floor. As we are cleaning carpet fibres only, any urine contamination under your carpet may not always be accessible and further treatments maybe necessary. Please advise your technician if you have any concerns regarding urine stains or odours on your carpet or furnishings. Also, for several days after cleaning you may notice an elevated odour due to higher humidity levels.

If you have pets at your premises please read the following; <http://www.carpetcleaning.com.au/petstains.htm>

6/Before the technician starts cleaning please bring any other matters of concern to his attention. Please ensure the technician has quoted the job before commencement.

How we will clean and what to expect from our service.

Our office staff would have given you an estimate over the phone or by email. Now the technician will walk through the area to be cleaned and inspect and measure the area and confirm the estimate and give you a quote before commencing.

The quote will be the same as the estimate unless;

- (1) The areas to be cleaned are larger than the areas you originally gave us.
- (2) There are extra rooms or areas you would like cleaned.
- (3) There is extra soiling than normal carpet cleaning and extra time and cleaning solutions is required.
- (4) There are spots or stains that require extra treatment.
- (5) If you require extra services such as Scotchguard carpet protection or anti allergen treatments etc.

If there are to be any extra charges this will be discussed with you before cleaning commence and you agree to the price. On 90% of our jobs the price does not change. A standard size room in the carpet cleaning industry is normally 12 square metres. After inspection of your carpet the technician will decide whether your carpet is suitable for Dry cleaning or Steam Cleaning.

Steam cleaning:

If the technician is steam cleaning (hot water extraction) the following 6 stage process will be used;

- (1) Carpet is presprayed using a biodegradable carpet prespray. This is similar to you prespraying your garments before placing them in the washing machine.
- (2) The carpet is agitated with a buffer machine to spread the prespray through the carpet fibres to ensure soil separation. This process also removes most of the black spotting type stains that you see near kitchen entrances and in front of lounge suites. It is also an important procedure for heavy traffic areas.
- (3) Any spots or stains that have not been removed with the agitation process receive extra stain treatment procedures if deemed that extra treatments will be successful.
- (4) Fibre rinse is added to the water in the steam cleaning machine. This is similar to the fibre rinse (Softly) that is added to your washing machine.
- (5) Carpet deodouriser is added to the water in the steam cleaning machine.
- (6) The technician will now steam clean your carpet using a machine that sprays a fine jet of hot water, fibre rinse and deodouriser into your carpet then uses powerful vacuum to extract the prespray and dirt out of the carpet and into the recovery tank into the steam cleaning machine. If you are having carpet protection applied to your carpet this is applied at this stage.

Dry cleaning:

If the technician is dry cleaning your carpet the following process is used:

- (1) The carpet is vacuumed.
- (2) The carpet is sprayed with a water based dry-cleaning solution.
- (3) The carpet is cleaned using a dry cleaning machine called bonnet or encapsulation cleaning.
- (4) Any spots or stains that have not been removed with the dry cleaning process receive extra stain treatment procedures if deemed that extra treatments will be successful.
- (5) The carpet is raked to reset the pile.

Stain removal:

Stain removal is the largest discussed topic in the carpet cleaning industry. Using the best chemicals and having the best training will not remove a permanent stain. Please be aware that if a stain is not removed from your carpet using our methods and chemicals that stain is deemed permanent.

If at the completion of our carpet cleaning procedure there are stains still evident in your carpet the technician will offer you advanced spot and stain treatments such as heat transfer or spot dyeing processes. These treatments are time consuming and use a hot iron, wet towels and a steam iron. If the technician decides heat transfer methods will be successful he will quote to remove these difficult stains. If the technician deems that the heat transfer method would be unsuccessful he will deem the stain permanent and advise you of this and not waste your time and money attempting to remove a stain that is permanent.

Normal spots and stains that are not permanent and do not require advanced stain treatments will be removed in the normal carpet cleaning process at no extra charge.

More information and photos on stain removal are available at www.carpetcleaning.com.au/stainremoval.htm

Urine Stains:

Our procedure for urine stains is as follows. The carpet is cleaned using the Dry master 6 stage cleaning process. If there are urine stains still evident in the carpet after cleaning has finished a urine stain remover product is used. This product is applied to the stain after cleaning and left on the carpet to work overnight. You do not flush the urine stain remover from the carpet but leave it on the stain. The product takes between 24 and 48 hours to completely remove the urine stain. If the stain is not removed completely the stain will be deemed permanent. Our urine stain treatment process has a 80% success rate.

Filtration soil lines:

These are the black lines that accumulate around the edges of the carpet against the skirting boards and under doors and cupboards. These lines will not be removed with the normal cleaning process. If the filtration lines are still prominent after cleaning we can quote you on a carpet spot bleaching process to remove the filtration lines.

More information can be found on filtration soiling at this link; [Information on filtration soiling](#)

Drying Times:

Drying times will vary depending on the weather, ventilation, degree of soiling and whether we dry or steam clean. Drying times are generally between 1 – 8 hours.

Walking on the carpet after cleaning:

You can generally walk on the carpet 1-2 hours after the cleaning is complete.

It is very important that you take care when walking from a damp carpet onto a hard surface such as tiles, lino etc.

We recommend after cleaning has completed you place a towel where the carpet meets any tiled area to avoid slipping.

Special After-Care Information:

1. If we have placed any furniture protectors such as plastic tabs, coasters or blocks under your furniture, please leave for 48 hours after cleaning.
2. Please use extreme caution when walking from the damp carpet to any hard surface area.

Thank you for working with us. We look forward to serving you.

Our Guarantee:

Drymaster Carpet Cleaning cleans carpet and furnishings to Australian Standards AS 3733-1995.

All our technicians are IICRC trained and qualified.

Drymaster Carpet Cleaning is a Cleantrust Certified firm.

Drymaster Carpet Cleaning technicians guarantee to clean your carpet and furnishings to the Australian and Cleantrust Standards.

If the customer is not satisfied with our cleaning we will reclean the areas of concern at our expense, providing we are advised of any issues, within 14 days of the completion of cleaning.

We are not able to extend this guarantee where areas of the carpets or furnishings are affected by permanent staining, fair wear and tear or discoloration.

Our Terms and conditions can be viewed here; [Terms and Conditions for Drymaster Carpet Cleaning.](#)



Drymaster Carpet Cleaning

Sydney.Melbourne.Brisbane.GoldCoast.Adelaide.Perth.Canberra.Newcastle.Central Coast.Wollongong.

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